COOPĒRATION CANADA

Cooperation Canada Accessibility Policy

Accessibility for Ontarians with Disabilities Act, 2005

2026

Commitment

Cooperation Canada is committed to eliminating barriers and improving accessibility for persons with disabilities and to providing goods, services[1] and facilities in a way that respects the dignity and independence of people with disabilities. Cooperation Canada is committed to meeting the accessibility needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Act. Cooperation Canada believes in integration and equal opportunity.

Cooperation Canada's commitment to accessibility is part of its broader commitment to anti-racism, equity, inclusion, justice, health and safety, and respectful and ethical organizational practice. This policy should be read alongside other relevant Cooperation Canada policies and commitments, including those relating to human rights, workplace health and safety, equity, anti-racism, and organizational conduct.

Information and communication standards

Accessible Website and Web Content

Cooperation Canada is committed to ensuring that its public website and web content are accessible to persons with disabilities. Cooperation Canada will maintain its public website and web content in accordance with applicable Web Content Accessibility Guidelines (WCAG) standards and will address identified accessibility barriers in a timely manner.

Information and Communication

When asked, Cooperation Canada will provide information and communications in accessible formats or with communication supports in a timely manner and at no additional cost. Cooperation Canada will consult with the person making the request to determine the suitability of the accessible format or communication support needed. Cooperation Canada will notify the public that accessible formats and communication supports are available upon request.

In the event of a temporary disruption to facilities or services that persons with disabilities rely on to access Cooperation Canada's goods, services or facilities, Cooperation Canada will provide notice of the disruption in a manner appropriate to the circumstances. The notice will include the reason for the disruption, its anticipated duration, and information about any alternative facilities or services that are available. Notice may be provided through Cooperation Canada's website, email communications, signage at its premises, or other appropriate means.

Feedback

Cooperation Canada will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. Accessible formats and communication supports will be provided or arranged upon request. Cooperation Canada will notify the public that accessible formats and communication supports are available for the feedback process.

1 Goods and Services includes communication and interactions with the public, recruitment services, brochures, pamphlets, electronic job postings and application forms.

Employment Standards

Workplace Emergency Response Information

Employees who require individualized workplace emergency response information because of a disability are encouraged to notify Cooperation Canada of their accommodation needs. Where Cooperation Canada is aware that an employee requires individualized workplace emergency response information, it will provide that information as soon as practicable.

Where the employee requires assistance during an emergency, and with the employee's consent, relevant information will be provided to the person designated to provide assistance.

Recruitment, Assessment, and Selection Process

Cooperation Canada will notify the public and staff that accommodations are available upon request throughout the recruitment, assessment and selection process, including when offers of employment are made. Where an accommodation is requested, Cooperation Canada will consult with the applicant to determine and provide a suitable accommodation that takes into account their accessibility needs.

Support for Employees

Upon request from an employee with a disability, Cooperation Canada will consult with the employee to provide or arrange for accessible formats and communication supports for information needed to perform their job and information that is generally available to employees in the workplace.

Cooperation Canada will take into account the accessibility needs of Employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to Employees, or when redeploying Employees.

Cooperation Canada will provide employees with information about its policies and processes for supporting employees with disabilities during onboarding and whenever those policies or processes are updated.

Training

Cooperation Canada will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities to:

- all its personnel;
- all persons who participate in developing Cooperation Canada's policies; and,
- all other persons who provide goods and services on behalf of Cooperation Canada.

The training will be appropriate to the duties of the personnel and such other persons. New personnel and such other persons will be trained as soon as practicable.

Access to Cooperation Canada's Premises

Cooperation Canada will work within its authority as a tenant to support accessible access to its premises and will comply with applicable accessibility requirements for any public spaces that it constructs or significantly alters.

Assistive Devices

Persons with disabilities may use their own assistive devices[2] as required when accessing goods or services from Cooperation Canada.

Guide Dogs[3]

A person with a disability that is accompanied by a guide dog or service animal[4] will have access to the premises of Cooperation Canada. Care and control of the guide dog is the responsibility of the person who is being accompanied.

Support Person[5]

If a person with a disability is accompanied by a support person, Cooperation Canada will ensure that both persons have access to the premises together and that the person with the disability is not prevented from having access to the support person.

Modifications to this or other policies

Any Cooperation Canada policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

Review

This policy will be reviewed periodically and updated as required to reflect changes in applicable accessibility requirements, Cooperation Canada's practices and procedures, or identified accessibility needs.

Last review: August, 2026

Approved by: Kate Higgins, CEO

2 Assistive Device is a technical aid, communication device or other instrument used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that people use such as wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

3 Guide Dog is a highly trained working dog that has been trained at one of the facilities listed under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind

4 Service Animal is an animal used by a person with a disability if: • It is apparent that the animal is used by the person for reasons relating to their disability; or • if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

5 Support Person, in relation to a person with a disability. is another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

COOPĒRATION CANADA

Contact Cooperation Canada

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For additional information on Cooperation Canada: **info@cooperation.ca**

Cooperation Canada Charitable Registration: #12971 6866 RR0001

Land Acknowledgement

Cooperation Canada acknowledges the historical and ongoing oppression and colonization of all Indigenous Peoples, cultures, and lands in what we now know as Canada. The land on which Cooperation Canada's office is located is the traditional unceded territory of the Algonquin Anishnaabe People. We believe that social justice in Canada and globally depends on reconciliation with all Indigenous peoples, including the First Nations, Métis, and Inuit peoples, who are the original guardians of the land we are grateful to be sharing.

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